

What is claimed is:

1. A system for informing a user visiting an enterprise-hosted WEB page at a Web site on the Internet, the Web page including at least one hyperlink for requesting or initiating communication with an agent representing the enterprise, of parameters related to the communication, the system comprising:

5 an internet-connected facility for monitoring communication status with a communication center having communication equipment hosting enterprise agents; and

10 a user interface in the enterprise-hosted web page for accessing the monitoring facility and displaying parameters of the communication status;

15 wherein, by accessing the monitoring facility through the user interface the communication status is displayed to the user.

2. The system of claim 1 wherein the user interface comprises a hyperlink to a universal resource locator (URL) providing a Web page including the communication status.

20 3. The system of claim 1 wherein the communication status comprises estimated wait time (EWT) in at least one communication queue for communication with an enterprise agent.

25 4. The system of claim 2 wherein the user interface comprises a call hyperlink , which when selected places an Internet-protocol network telephony (IPNT) call to the communication center on behalf of the user.

5. The system of claim 4 wherein selecting the call hyperlink placing the IPNT call to the communication center also invokes the URL for the web page including the communication status.

5 6. The system of claim 1 wherein the user interface comprises optional interactive links for the user to select and initiate alternative media communication with enterprise agents at the communication center, including one or more of voice message, e-mail, or request for call back.

10 7. The system of claim 6 wherein a request for call back includes a facility for the user to specify one of both of a telephony number or address and a time for the call back to be made.

15 8. An Estimated Wait Time (EWT) service for a Web page provider, comprising:

an internet-connected facility for monitoring communication status with a communication center having communication equipment hosting agents of the web page provider; and

20 an interactive link in a web page hosted by the Web page provider, the interactive link presented to a user accessing the Web page, and when selected, connecting the user to the facility for monitoring communication status.

25 9. The service of claim 8 wherein the Web page having the hyperlink further comprises a user interface enabled to display parameters of the communication status.

10. The service of claim 8 wherein the communication status comprises estimated wait time (EWT) in at least one communication queue at the communication center for communication with an enterprise agent.

5 11. The service of claim 9 wherein the user interface comprises a call hyperlink , which when selected places an Internet-protocol network telephony (IPNT) call to the communication center on behalf of the user.

10 12. The service of claim 11 wherein selecting the call hyperlink placing the IPNT call to the communication center also invokes the URL for the web page including the communication status.

15 13. The service of claim 8 wherein the user interface comprises optional interactive links for the user to select and initiate alternative media communication with enterprise agents at the communication center, including one or more of voice message, e-mail, or request for call back.

20 14. The service of claim 13 wherein a request for call back includes a facility for the user to specify one of both of a telephony number or address and a time for the call back to be made.

15. A system for establishing and managing communication between a user accessing a Web page on an Internet site and agents of an enterprise hosting the Web page, comprising:

25 a communication center having equipment facilitating the agents; an internet-connected facility for monitoring communication status with the communication center; and a Web site hosting the Web page and having a link to the monitoring facility;

wherein linking to the monitoring facility causes the communication status to be displayed to the user.

16. The system of claim 15 further comprising a user interface including
5 the hyperlink and options including initiating an IPNT call to the communication center.

17. The system of claim 15 wherein the communication status comprises estimated wait time (EWT) in at least one communication queue for
10 communication with an enterprise agent.

18. The system of claim 16 wherein selecting the call hyperlink placing the IPNT call to the communication center also invokes the link for the web page including the communication status.

15
19. The system of claim 16 wherein the user interface comprises optional interactive links for the user to select and initiate alternative media communication with enterprise agents at the communication center, including one or more of voice message, e-mail, or request for call back.

20
20. The system of claim 19 wherein a request for call back includes a facility for the user to specify one of both of a telephony number or address and a time for the call back to be made.

25
21. A method for alerting a user accessing an enterprise-hosted Web page and desiring to communicate with an agent of the enterprise, of the estimated wait time for establishing said communication, the method comprising the steps of:

- (a) monitoring status of access to agents of the enterprise at a communication center;
- (b) providing the access status to an Internet-connected monitoring server; and
- 5 (c) providing a hyperlink in the Web page for connecting the user to the to Internet-connected monitoring server, invoking the hyperlink displaying parameters of the agent status to the user through the enterprise-hosted Web page.